**EFRELINA B. ZORILLA, BSN RN**

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**Profile**

* US Registered Nurse in the state of Texas, USA with compact license
* With Nursing Leadership experience in SNF
* Acquired eleven (15) years of Nursing experience in the Med Surg, ICU, NICU, ER, SNF, Industrial, Care Management and Utilization Review
* Graduate of B.S. in Nursing and B. S. in Nutrition and Dietetics
* Registered Nurse, Registered Nutritionist-Dietitian in the Philippines
* With Food Service Management experience in the Quick Service Industry for four years with positions held as Restaurant Training Manager and Restaurant General Manager

**Work Experience**

**ICU RN, Night August 2021 – Present**

Coryell Health Hospital

1507 W Main St, Gatesville, TX 76528

***Responsibility:***

Provide individualized goal directed nursing care to ICU/CCU and Emergency Department patients, through the use of the nursing process from admission to discharge.

**Night Shift RN February 2021 – September 2021**

Shannon Rehabilitation Hospital

6102 Appaloosa Trail, San Angelo, TX 76901

***Responsibilities:***

* Supervise care and treatments, leading patient assessments, creating personalized plans of care, targeting patient concerns, and offering the best solutions.
* View each patient with a strong sense of empathy, listen closely to their personal stories, and get to know each one's physical, mental, and emotional needs.
* Monitor patients progress.
* Assist patients regain control of their lives with the goal of being discharged from the hospital and back to their community, families, and friends.

**Director of Nursing April 2021- June 30, 2021**

Senior Living Properties

Hamilton, Texas 76531

***Job Summary:*** Manages the overall operation of the Nursing department in accordance with company policy, quality standards of nursing care and government regulations, ensuring efficiency and excellence in the delivery of optimal resident care.

**Care Manager II - RN November 2016- February 2021**

Centene Corporation

Austin, Texas 78759

***Responsibilities:***

Perform care management duties to assess, plan and coordinate all aspects of medical and supporting services across the continuum of care for select members to promote quality, cost effective care.

• Assess the member's current health status, resource utilization, past and present treatment plan and services, prognosis, short and long term goals, treatment and provider options

• Utilize assessment skills and discretionary judgment to develop plan of care based upon assessment with specific objectives, goals and interventions designed to meet member's needs and promote desired outcomes

• Coordinate services between Primary Care Physician (PCP), specialists, medical providers, and non-medical staff as necessary to meet the complete medical socio economic needs of clients

• Provide patient and provider education

• Facilitate member access to community based services

• Monitor referrals made to community based organizations, medical care and other services to support the members’ overall care management plan

• Actively participate in integrated team care management rounds

• Identify related risk management quality concerns and report these scenarios to the appropriate resources.

• Case load will reflect heavier weighting of complex cases than Care Manager I, commensurate with experience

• Enter and maintain assessments, authorizations, and pertinent clinical information into various medical management systems

• Direct care to participating network providers

• Perform duties independently, demonstrating advanced understanding of complex care management principles.

Participate in case management committees and work on special projects related to case management as needed

**RN Weekend Manager March 2017- July 24, 2020**

Western Hill Residence

Comanche, Texas

 ***Job Summary:***

Supervises the nursing services of the facility while on duty and in the absence of the Registered Nurse Director of Nursing; sets and supervises the standards of care of all residents to assure a professional, skilled program of care and treatment so that each resident of the facility, taking into account the medical, physical, emotional, and psychological needs of the residents; attains and maintains constructive, professional relationship with the family members, public, and professional members of the community; assures the physical safety and security of the residents, the physical plant, equipment and supplies of the facility; reports to the Director of Nursing, and the Administrator.

**WEEKEND RN May 2016- May 31, 2017**

Oak Ridge Manor

Brownwood, Texas 76801

***Responsibilities:***

* Supervise staff through appropriate assignment and delegation of duties within resident census.
* Properly monitor administration of resident medication and medication reorders.
* Implement resident care plans in compliance with Company and federal guidelines, and physician orders.
* Perform and supervise treatments.
* Accurately and promptly transcribe physician orders, contacting physicians with change of condition report.
* Timely and accurate documentation of residents' charts. Complete nursing assessment as required.
* Participate in shift report.
* Assume responsibility of staff nurse when necessary.
* Implement established nursing policy and procedures, educating support staff regarding care needs of residents.
* Maintain a safe working environment, complying with infection control and body mechanics procedures.
* Respond to need for staffing shortages by arranging for replacement staff.
* Manage investigations or resident variances, contacting family, completing resident incident and variances report.
* Manage lab orders and results. Contacting physician for follow-up orders.

**REGISTERED NURSE FT, ICU July 2015-November 2016**

Brownwood Regional Medical Center

Brownwood, Texas 76801

***Responsibilities:***

* Coordinates the care of patient through collaboration and appropriate delegation.
* Provides specific age-specific care and teaching to selected patient populations.
* Monitors and recognizes changes in physiologic status, takes appropriate action based on assessment, and evaluates and documents finding and patient response.

***Duties:***

* Provide quality nursing care and demonstrates skills competently, and seeks assistance or guidance as necessary.
* Provide excellent customer service.
* Assess patient according to unit, institutional and professional nursing standards.
* Plan, supervise and evaluate care to meet needs of patients.
* Identify emergent life-threatening changes in patient condition and initiates basic life support.
* Administer medications and treatment and observe for side effects to assure patient safety.
* Function as team member providing support and assistance to other team members.
* Serve as an active patient and family advocate.
* Maintain patient privacy and confidentiality of patient information.
* Maintain patient safety as focus of practice.
* Provide patients and families with information/education necessary for quality care including discharge instructions where appropriate.
* Evaluate patient progress toward goals and advocates for changes in plans as needed.

**CLINICAL NURSE TEAM LEAD May 23, 2011- January 30, 2015**

Post Service Care Clinical Review

Accenture

Mandaluyong City, Philippines 1554

***Duties and Responsibilities:***

**Leads a team of non-voice clinical nurses to meet set goals and ensure compliance per company and client policies.**

* Responsible for ensuring that all Medical Review cases are processed in line with the SOPs and timelines as per the SLAs.
* Plan, organize, and manage daily work to meet service level timelines and deliverables.
* Perform daily responsibilities in accordance to all applicable Standard Operating Procedures (SOPs), conventions and client policies.
* Provide medical input on difficult cases for reviewers.
* Review and quality control of the serious and expedited cases as well as non-serious cases.
* Identify, support, and implement continuous improvement activities.
Responsible for escalating the issues or tasks outside the normal scope of work.
* Ensure effective and efficient resource utilization.
* Define or interpret day-to-day business objectives.
* Other Responsibilities –
	+ Responsible for the championing of process enhancements to the team, and to senior management, functional and business leaders
	+ Responsible for compliance and quality.
	+ Identifies business development opportunities and communicates them to the Client Account Lead and senior management.

**COMPANY NURSE August 16, 2010- Feb 2011**

IPI, Corp

Pasig City, Metro Manila

**STAFF NURSE, Med-Surg, ICU November 2005- March 2010**

Manila East Medical Center

Manila East Road, Brgy. Dolores,

Taytay, Rizal, Philippines

**STAFF NURSE, NICU February 2006- June 2006**

The Medical City, Philippines

Ortigas, Pasig City, Philippines

**Restaurant General Manager March 1999- July 2001**

Burger King (PERF Rests. Inc.)

Quezon City, Philippines

***Main Responsibility:***

Overall management of daily operations of the restaurant (20-45 employees) ensuring delivery on guest satisfaction, and ensuring desired restaurant outcomes (i.e., increased sales, profitability, and employee retention). The RGM leads the restaurant management team and oversees the financial controls, operations, people development, Guest service and BKC compliance within the restaurant across all shifts. Directly manages Team Members, Shift Coordinators and Assistant Managers. This position interacts with restaurant team members, restaurant management, DM’s, customers, members of the field operations team and outside vendors.

***Responsibilities:***

* Directs efficient and accurate preparation and sale of products to maximize guest satisfaction
* Ensures preventive maintenance of restaurant facility and equipment is completed in accordance with Company standards
* Motivates and directs team members to exceed customer expectations with fast and friendly service in clean surroundings.
* Provides coaching and feedback to Team Members, Shift Coordinators and Assistant Managers Assumes full responsibility for restaurant profit and loss management by implementing marketing strategies and following cash control/security procedures
* Maintains inventory, manages labor, and applies financial reporting analysis to enhance restaurant results
* Enforces compliance with government regulations, BKC Market Policy, employment laws, food safety, BKC Security
* Policy, operations, and BKC policies and procedures relating to all restaurant activities across shifts.
* Leads restaurant management team in recruiting, selecting, hiring and retaining effective team talent

**Shift** **Manager** **November 1997- January 1999**

KFC (QSR Corp.)

Quezon City, Philippines

**Education**

***B.S. in Nursing*** June 2002-May 2004

Perpetual Help College of Manila

Sampaloc, Manila, Philippines

***B. S. in Nutrition and Dietetics*** June 1992-March 1997

University of Santo Tomas

Espana, Manila, Philippines

Binangonan Catholic High School June 1988-March 1992

Binangonan, Rizal, Philippines

**Professional Licenses**

**Registered Nurse, Texas, USA** License No. 850988

*Expires: March 31, 2022*

**Registered Nurse, Philippines** License No. 365737

*Expires: March 23, 2020*

**Registered Nutritionist-Dietitian, Philippines** License No. 216994

*Expires: March 23, 2020*

**Certification**

**RUG for Nursing Facility**

*Expires: May 6, 2023*

**Medical Necessity & Level of Care Assessment for Community Services**

*Resource Utilization Group - Community*

*Expires: October 13, 2022*

**Training and Seminars Attended**

Essential of Critical Care Orientation 4.0 (ICU)

AACN Online April 2022

**AACN Acute and Critical Care Pharmacology 3.0** March 9, 2022

**Pediatric Life Support, AHA** December 21,2021

**Expiration:** December 21,2023

**FEMA 100, 200** November 2021

**Nursing Home Infection Preventionist** July 12, 2021

**Web-based**

**CMS Targeted COVID-19 Training** May 2, 2021

**For Nursing Home Management**

**Quality Indicator Clinician Training** March 2021

**Encompass Health**

**Advanced Cardiovascular Life Support, AHA** July 27, 2021

**Expiration:** July 27, 2023

**Basic Life Support, AHA** January 2021

e-Card Code 215508216514

Sav-A-Life Center

Brownwood, Texas 76801

**Expiration:** January, 2023

**Introduction to the Critically Ill** January 15, 2016

AACN Online

**Sedation Management of the Mechanically** September 2, 5015

**Ventilated Patient in the ICU**

Online

**Trauma Nursing Core Course (Provider)** August 6-7, 2015

Comanche, Texas

**IV Therapy Course (ANSAP Accredited)** March 10-11, 2014

Perpetual Succor Hospital, Espana, Manila

**Course on Telemetry** February 28, 2014

Health Cared Advantage Training Institute

Pasig City, Philippines